



Saint John of God
Community Services

ANNUAL REPORT

2021



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Chairpersons Statement



I am pleased to present the Annual Report of Saint John of God Community Services 2021. I, together with the Board of Directors, am delighted to note the significant highlights set out in this report despite the very challenging year that was 2021.

The continuing impact of coronavirus dominated and impacted the provision of services throughout the year. Individuals with an Intellectual Disability and their families were particularly impacted as day services remained closed or curtailed for long periods in line with government restrictions. Like all of society, people with Intellectual Disabilities had very few opportunities to meet and socialise with friends and family. The continued development of activities and programmes delivered via zoom across our services was a tremendous development to support and engage individuals through these challenging times. Despite the provision of these programmes, I appreciate the impact on individuals and their families for the sustained care and support of their family member throughout the closure of day and respite services.

Many of our day service staff redeployed to residential services throughout the pandemic. This redeployment was vital for the maintenance of care and support of our residents throughout this pandemic.

Our Mental Health services were equally impacted by Covid 19. Therapeutic services and supports transferred online via zoom to the majority of children, adolescents and adults during the period of restrictions. Those with urgent and emergency needs were facilitated with face to face appointments.

Staff across our services maintained a focus on the provision of services in accordance with Infection Prevention and Control guidance

issued by the HSE. Despite the best endeavours of staff significant numbers of individuals did contract Covid 19 and regrettably one resident passed away.

On behalf of the Board, I extend sympathies to the family of this resident, his fellow residents and staff who supported him over many years. I also extend sympathy and condolences to all those who have lost loved ones during the pandemic.

All those supported by our services and our staff were prioritised for the vaccination programme. As the vaccination programme progressed and in line with national guidance, services commenced normal resumption from September onwards.

In September 2020, the Board issued 12 months' notice to the HSE to terminate the Service Arrangement and transfer responsibility for service provision to the HSE. In April 2021 the Secretary General of the Department of Health requested the HSE to complete a Sustainability Impact Assessment (SIA). The Board has entered into an MOU with the HSE to support the completion of this assessment in 2022. I hope that through this process we can reach agreement with the HSE to become financially sustainable and continue as a provider of quality services within the context of our St. John of God values and ethos for many years to come.

I took up the position as chairperson of the Board in October 2020. I acknowledge and thank my predecessor Eimer O'Rourke together with my fellow Directors for their Leadership of Community Services in 2021.

Charles Watchorn



Saint John of God Hospitaller Services Group

Saint John of God Hospitaller Services Group ("HSG") exists to oversee the continuance of the work previously carried out by the Hospitaller Order of St John of God Order in Ireland and Great Britain. HSG is the parent company to subsidiaries that provide a wide range of services to some of the most vulnerable people in our society as well as their families. While each subsidiary has its own Board of Directors, the Directors of HSG are responsible for the creation of an overall strategic framework within which the group will operate. While each Saint John of God company creates its own strategy and strategic priorities, HSG ensures that these strategies fit within the broader framework of the group and that they promote the mission for which they, as individual charities, were incorporated. The company also oversees the delivery of shared services and group contracts where the central procurement and management of services is beneficial practically and economically and helps to support the mission, reputation and identity of the group.

Our Values:

Hospitality

Hospitality is offering welcome to those in any kind of need. Every day, we say "come in, you are welcome" and every day we are inspired by the strength, humanity and hospitality of the people that we work alongside.

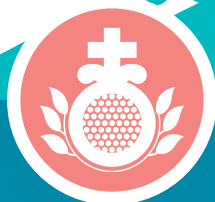
Compassion

The support that we offer is underpinned by the active gift of kindness, caring and a demonstration of being willing to help.

Respect

We respect the dignity of each person, to choose how they live and our support and care does not degrade a person's dignity.

Saint John of God Community Services clg



Who are we?

Saint John of God Community Services is established as the HSE funded entity of Saint John of God Hospitaller Services Group to provide services and supports to children and adults with intellectual disability and children, adolescents and adults with mental health support needs.

Our Mission

Our Mission is to work collaboratively and through the provision of Person Centred, Rights Based services we empower and support children and adults with intellectual disability and mental ill health to enjoy valued, meaningful and inclusive lives

Our Work

We provide day, residential, and respite services to children and adults with intellectual disability and a range of medical, clinical and therapeutic services to children, adolescents and adults with mental health support needs

Our Vision

Our Vision is Individuals living a life of their choosing as equal citizens of our society.

Strategic Objectives 2021- 2022

1) To deliver high quality, Person Centred, Services and Supports consistent with Human Rights and Regulatory Requirements. This will be delivered by:

- Identifying, detailing and costing through the SIA process, models of service delivery aligned to best practice and national policy
- The implementation of resourced annual plans to develop intellectual disability services in accordance with the provisions of Transforming Lives, New Directions and for the development of mental health services in accordance with Vision for Change and Sharing the Vision.
- Adopting an Outcomes Quality Framework which drives and measures the development, delivery and monitoring of person centred services and supports.
- Achieving consistently high levels of compliance with the Regulations and Standards.
- Developing and implementing person centred, human right based policies and practices.
- Delivering education and awareness training to support the Implementation of the Assisted Decision Making legislation
- Developing an Advocacy strategy so that people supported are involved in the decision-making process.
- Planning for the development and delivery

of best practice Dementia Care and End of Life Services for people with intellectual disability.

2) Developing a Culture, Structure and Identity to deliver on the Vision and Mission in accordance with the history, heritage and Values of St. John of God. This will be delivered by:

- Ensuring all aspects of services are delivered in accordance with the Values. Practice underpinned by the Values drives the development of a high performance person centred culture of excellence.
- Organisational, Regional and functional structures are reviewed as part of the SIA process to ensure that services and supports are delivered efficiently and effectively to deliver on the Vision and Mission.
- Implementing a proactive recruitment, retention and talent management strategy recognising staff as the key resource for the delivery of high quality services.

3) Achieving Financial Sustainability and becoming the Provider of Choice in the provision of services to people with intellectual disability and mental health support needs This will be delivered by:

- Securing an appropriate allocation with the HSE for 2022 to maintain service delivery to the required standards and address presenting red risk issues.
- Costing and agreeing the resource

allocation requirement with the HSE to deliver services in line with the recommendations of the SIA process.

- Agreeing a Plan with the HSE through the SIA process to address the accumulated deficit.
- Submitting business cases to the HSE through the agreed pathway to address the changing needs of individuals and the further development and enhancement of services.
- Building relationship with Key Stakeholders and Advocates to support the development of services.

4) Enhancing Governance and Compliance, structures systems and processes to deliver on the Vision and Mission and in compliance with legislation and Regulatory requirements.

This will be delivered by:

- The implementation of Action Plans aligned to the Compliance Register and ICQ to achieve and maintain high levels of compliance.
- Implementation of actions arising from the Board Evaluation and Governance Review.
- Further development of the Risk Management System for the management of all risks in accordance with the Risk Appetite and Risk Tolerance levels to be established by the Board.
- Reviewing and implementing programme and administrative policies in accordance with best practice and national policy and ensuring their consistent implementation across Community Services.
- Implementing a plan to address the recommendations of the Report of the

Review of ICT Services and developing in conjunction with the SIA process an ICT strategy for Community Services.

- Reviewing infrastructure, systems and facilities as part of the SIA process and ensuring that appropriate structures and costings are incorporated into the recommendations of the SIA Report to develop infrastructure, systems and facilities to recognised standards.
- Submission of Compliance Reports to the HSE and Charities Regulator annually



Chief Executives Statement



I am delighted to present this annual report for 2021 in a format that is accessible to all those supported by our services.

Coronavirus continued to dominate our services throughout 2021. The arrival of the UK and Delta variants and their impact meant that restrictions continued throughout most of 2021. We maintained as our priority, a focus on doing all that we could to keep people safe. Many staff from day services continued to support our residential services. With the level of restrictions in place, day, respite and outpatient services were severely restricted. Staff continued to develop new and exciting programme activities for delivery to individuals in their homes over zoom. Our Mental Health services continued to deliver assessment and therapeutic services also over zoom. With the introduction of the vaccination programme and the lifting of restrictions Day and respite services recommenced operation in September. I fully appreciate the welcome reprieve that the reopening of services brought about for individuals and their families. I commend and acknowledge with thanks the forbearance of individuals and their families and the commitment, dedication and flexibility demonstrated by staff across our services, to do all that was necessary to continue with the provision of services and supports throughout the pandemic.

The Board of St John of God Community Services served notice in September 2020 to terminate the service arrangement and transfer responsibility for service provision to the HSE. Planning committees were established in late 2020 to make arrangements for the transfer of services to the HSE. In April 2021 the Department of Health requested the HSE to

complete a Sustainability Impact Assessment (SIA) with our services. We have worked in partnership with the HSE in the later part of 2021 to design the SIA process. The SIA will review all aspects of our service provision at our Intellectual Disability and Mental Health services with a view to researching and identifying best practice models of service delivery aligned to national policy, legislation and regulation. The process provides for engagement and consultation with individuals supported by our services, families and staff. The SIA report scheduled for September 2022 will set out recommendations to achieve best practice service delivery, for implementation over the period 2023 to 2025. The funding required to support this high quality service delivery will be identified as part of the SIA process. The HSE has committed to seeking this funding through the annual estimates / budget process.

I am hopeful that through this process that the Board can reach agreement with the HSE to address the accumulated deficit and to achieve the financial sustainability of our services. Should we reach this point of agreement we commit to the implementation of the recommendations of the SIA report that will hopefully enable St John of God Community Services to continue for many years to come in the tradition, history and heritage of our founder, St John of God.

Clare Dempsey

Regional Highlights

St John of God Community Services clg is funded by the HSE and provides a range of day, respite and residential services to children and adults with Intellectual disability at its regional services in Dublin, Wicklow, Kildare, Kerry, Louth, Meath and Monaghan.

A range of outpatient, medical and therapeutic services are provided to children and adolescents with mental health support needs in parts of Dublin and Wicklow.

A range of outpatient, medical and therapeutic services, residential and recovery support services together with inpatient services at St John of God Hospital are provided to adults with mental health support needs in South County Dublin.

St John of God Community Services aims to provide quality services and supports to each individual child and adult in accordance with their needs, wishes, preferences and life goals. We are guided in the provision of these services and supports by the identified Nine Outcome Domains and support each person to achieve in so far as we can, their life goals associated with these outcomes.





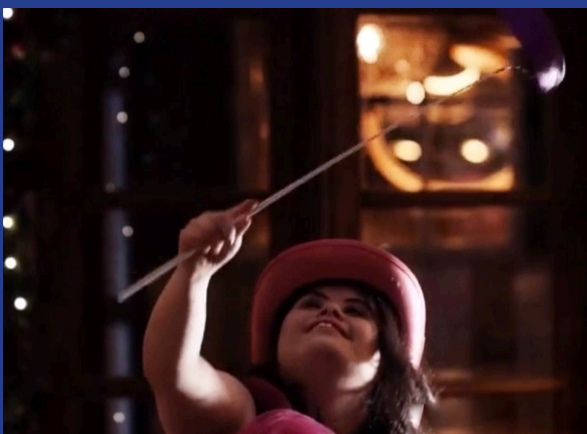
Regional Director
Claire O'Dwyer

Kerry Services

Kerry Services offers training, employment, social and residential programmes for over 300 children and adults with intellectual disabilities. Services are based in Beaufort, Caherciveen, Castle Island, Dingle, Kenmare, Killarney, Killorglin, Listowel and Tralee.

2021, despite the significant challenges, had many highlights for the men and women and staff at Kerry Services. In November, while promoting the National Policy on Equality and Human Rights Promotion and Protection. Brendan O Sullivan, a gentleman from Saoirse Day Service Listowel interviewed journalist and writer Billy Keane in John B's pub Listowel.

The Skills for Life students compiled a [music video](#) and the launch of the "Wah-Na-Be" music video took place in the Kerry County Museum on Culture Night 2021.



Oilean Beo, Castle Island, Day Programme group were invited by Fr. Mossie Brick to take part in a special Online Celebration in Castle Island Church as part of Corpus Christi Week. The theme for the week was Hidden Voices in our Community. Two individuals we support along with staff attended this online event. The individuals talked about their service, activities, staff and dreams. On that night, one of the ladies appealed to the online audience to help her achieve her future dream of having a

residential service for herself and friends in their hometown of Castle Island. A member of the Community came forward to offer help with finding a potential site and currently the group is working with St John of God Housing Association to potentially build this new home. This project is led by the men and women we support and is a powerful example of how dreams can be realised.

We are also in the process of purchasing two houses which will support 6 - 8 residents from Saint Mary of the Angels to transition to live in their home in the community.

Our day Service in Killorglin moved into a new building and we opened a second day service programme in Killarney. New hubs were also opened in Killarney and Kenmare. Ashfield Lodge created an amazing sensory garden in Ashfield for everyone to enjoy. Throughout 2021 holidays were organised and enjoyed by all our residents and the culture of progress, development and fun was kept alive despite the many challenges the year brought for everyone.

We are now well placed to look forward to 2022 with optimism, starting with a rights awareness training programme developed in conjunction with Liffey Services and the Callan Institute and a new creative respite programme will be rolled out for over 200 individuals living at home.





Regional Director
Paula Hand

North East Services

North East Services celebrated its 75th Anniversary in June 2021. On 1st July 1946 the first community of 3 Brothers arrived to the site of St Mary's Drumcar in Co Louth accompanied by 10 young men with an intellectual disability who would assist the Brothers to prepare for the arrival of a much larger group of residents that would follow. The service was very much a campus-based service up to recent years when we began the discussion with our men & women to transition to new homes in local communities. Today the Service provides a residential and day service for 310 adults with intellectual disabilities in community settings across Counties Louth, Meath and Monaghan.

We currently provide a community residential service for 195 people in 53 houses. 15 residents continue to live at St Mary's, Drumcar. We hope to support these residents to transition to purpose built accommodation in the community in the near future.

Our residential services are adapted to meet the

changing needs of individuals as they age and we provide nursing support for those with complex medical care needs. We deliver a 'Human Rights' based approach to care and support that is socially inclusive, that improves or maintains general health and well-being by reducing barriers and supporting the person to live their lives as fully and as independently as possible, while respecting their rights and dignity.



*Our main aim is to enhance skills
in all areas of life, including
independence, money
management, health / fitness
training and education.*



North East Services cont.

We have 8 Day Services locations in Dundalk, Blackrock and Drogheda, Co Louth. Our main aim is to enhance skills in all areas of life, including independence, money management, health/fitness, training and education.

We also provide Registered Nurse Intellectual Disability Degree training in conjunction with the Dundalk Institute of Technology providing the clinical placement component of this degree programme.

We were fortunate to receive funding toward the end of year for 4 large poly tunnels so the men & women can grow their own fruit & veg. We also received funding for 2 large sensory gardens.

A group of men & women from one of our day services began to work with our local radio station Dundalk FM. They produced a very entertaining show on Christmas day and they have now a regular slot on Dundalk FM.

While Covid 19 put a strain on all of us in 2021 it prompted us to review how the men & women could keep in touch with family and friends and so the whole new world of video calls became a regular activity for all.

Plans have now commenced for the development of specialist services for the men & women who continue to live on our campus. This will involve the creation of facilities suitable and adaptable to the complex needs of this group of men & women.

In line with New Directions guidelines, we are actively seeking smaller hub style premises for the men & women who attend our Day Services as we continually develop our services through 2022 and beyond.

“Plans have now commenced for the development of specialist services for the men & women who continue to live on our campus. This will involve the creation of facilities suitable and adaptable to the complex needs of this group of men &”

2021 had many highlights. We celebrated 75 years of service in the North East with a virtual party across social media and a fantastic art competition in June.

13 men from St Mary's campus-based service moved to 3 lovely new homes in local communities. This led to the closure of 2 large buildings on campus. SJOG Housing Association renovated 3 houses to ensure that the men and women could remain living in them as their needs change.

Liffey Services



Regional Director
Elisa Doyle

Liffey Services provides residential, respite and day services to children and adults with intellectual disability in north Kildare and south west Dublin.

2021 proved to be a challenging year as the Covid pandemic continued to dominate service provision. We acknowledge the impact of the restrictions of Covid for individuals and their families. We also acknowledge the sustained efforts of staff across the services to maintain services and protect the health of the individuals we support and each other.

We successfully maintained family communication and engagement during the pandemic. This communication through a variety of media was significant to the individuals we support and their families.

Despite the ongoing challenges posed by Covid, we commenced operation of two new day services in Maynooth and Clondalkin, supporting school graduates and those receiving day services to support the active engagement of individuals with services and supports in the community.

A New Directions and Guidance Training Officer was recruited for the services to co-ordinate and support the implementation of the New Direction Standards across our day services.

A Will & Preference survey and review was completed by individuals to ascertain their wishes in relation to attendance at day services post covid restrictions.

iPlanit is a digital platform that provides individuals with online access to their personal plans. With the support of grant funding, the platform has been piloted in recent years. In 2021 we purchased 800 iPlanit licenses with a view to making personal plans accessible to all individuals

in 2022.

Communication in a variety of accessible formats is key to the support and provision of services to people. In 2021 we developed an accessible communication library for individuals to sample augmented communication equipment prior to applications for the provision of equipment being submitted to the HSE.

The service also formed a Steering Committee for Older Persons Service to plan for the delivery and development of services appropriate to the needs of the older person.

An e-maint system for direct electronic logging of maintenance requests across the region was developed and implemented.

The health and safety of staff and the individuals we support is core to all our activities. As part of this commitment to Health and Safety, a number of people completed IBEC Safety Awareness training for Managers.

The first Positive Mental Health Week was held across the region in October 2021 with a focus on a variety of educational and awareness activities to promote positive mental health.



Dublin South East Services



Regional Director
Des North

Dublin South East Services provides day, residential and respite support to 700 children and adults with an intellectual disability and their families. The service is committed to the social model of service provision with an emphasis on supporting individuals to participate in community, social and recreational activities. The service is committed to advocacy and a rights-based approach.

In 2021 the service worked hard to keep the individuals we support and staff safe during the C19 pandemic. We overcame many challenges and reopened services as quickly as possible. During the pandemic, we managed to provide face to face and online services for the individuals we support with specific needs and managed a huge vaccination and staff redeployment programme. In addition, the service conducted discussions with the local HSE and managed to get approval and funding for the additional staff required to deliver our services effectively. These additional staff will greatly help service provision in 2022 and will help to significantly reduce risk and increase opportunities for individuals to receive a more person centred service.



In 2021, the service managed to develop a significant online presence and provide an online activity platform for individuals to access when services were closed. Collaborations with local organisations such as Cuala GAA and Dalkey United FC led to greater participation in the community and introduced us to companies such as Huawei who donated tablets and equipment for the use of the men and women we support and their families during lockdown.

The service was able to facilitate recent school graduates to join adult day services. This is a huge challenge every year and the service are delighted to have been able to offer places to those in need.

The service looks forward to further collaboration with the HSE to ensure the individuals we support get an increasingly person centred service. The service is committed to ADM and looks forward to progressively supporting people in line with the principles of the Assisted Decision Making Legislation.

We are strongly committed to a rights-based approach and we welcome the state's commitment to assisted decision making. Advocacy promotion is vital for the service too, and in line with our mission and values we hope to maximize our outcomes in this regard with emphasis on local advocacy groups and local advocacy champions.

In 2022, the service is committed to increasing respite options and opportunities as the past years have seen respite severely restricted and this has had a huge impact on individuals and families. The service also plans to concentrate on developing support for individuals who are getting older and meeting changing needs. Therefore, 2022 will hopefully be a year of progress, growth and further development.

Community Mental Health Services



Regional Director
Kevin Madigan

In 2021 Saint John of God Community Mental Health Service provided more than 75,000 outpatient appointments. Approximately 1/3 of these appointments were via telemedicine.

The HSE provided additional funding for the development of an Adult ADHD Team and the team was formed in November 2021. The Adult ADHD team will provide care to adults across the entire CHO6 catchment area.

The service also received funding in 2021 for a Mental Health ID consultant psychiatrist. The Detect Early Intervention in Psychosis Service received additional funding for nursing, psychology, occupational therapy, social work and dietetics.

The National Gender team also received funding for additional clinical and administrative staff to develop this service.

An ADHD pathway was developed in the Lucena Clinics to standardize ADHD care across the service.

Two nurses were supported to complete nurse prescribing in the Lucena Clinic.

The rollout of QB machines in Lucena was completed in 2021 to assist with the diagnosis of ADHD.

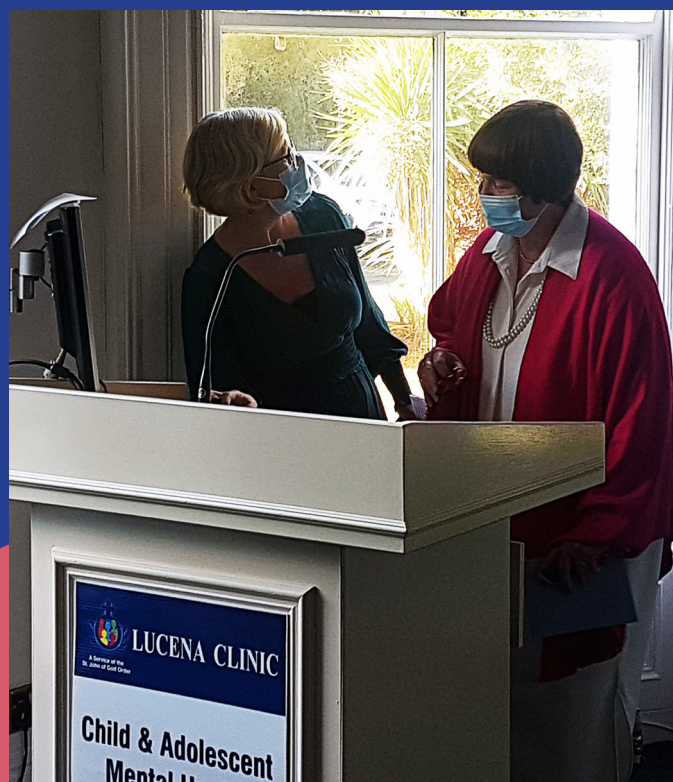
The Horticulture Team expanded their remit by developing a number of active therapeutic programmes, including a people's shed (based on the men's shed model but available to all). The poppy project was developed to provide mental and physical health benefits to service users.

The Lucena TV was launched in 2021. Lucena TV incorporates videoconferencing and Audio-Visual Communication Technology to allow the

Child and Adolescent Mental Health Services to provide group intervention simultaneously to individuals attending in person and remotely.

Since the beginning of 2022, Saint John of God Community Mental Health Services have received confirmation from the HSE of a number of new Clinical Teams:

- 1.5 wte additional MHID consultants
- 1 Rehabilitation Consultant
- 1 Crisis Resolution Team (which will combine the Acute Day Hospital and the Crisis Assessment Team)
- 1 Crisis Café (In collaboration with an NGO)
- 1 CAMHS Hub (Crisis Programme for CAMHS)
- 1 CAMHS Eating Disorders Team (To be based in a new Eating Disorders Unit on the site of Mount Carmel Hospital)



Sustainability Impact Assessment

The Board of Saint John God Community Services agreed at its meeting in August 2021 to defer the Notice of Termination of the Service Arrangement with the HSE and to transfer responsibility for service provision to the HSE. This agreement was reached to facilitate our engagement in a Sustainability Impact Assessment (SIA) with the HSE following representations from the Department of Health.

The objective of the Sustainability Impact Assessment is to ensure that Saint John of God Community Services transitions to the provision of high quality co-designed service models to meet the needs, abilities and potential of individuals with an intellectual disability or mental health support needs. The Sustainability Impact Assessment process aims to identify best practice service models developed in accordance with best practice national policy, which are appropriately and sustainably resourced and will be supported by strong governance mechanisms.

To facilitate this process, the HSE have created a Stability and Sustainability team. We are working in partnership with this team to facilitate the process. The design of the process is now complete and dedicated work streams co-chaired by Saint John of God Community Services and HSE colleagues have now commenced the development of Action Plans to detail the work to be completed, to identify and cost these models of service delivery and the systems, structure and infrastructure required to support the delivery of services.

An Interim Report is scheduled for June 2022 with a Final Report due by the end of September 2022. The recommendations of the Report subject to the agreement of the Board will be implemented over the period 2023 to 2025. The SIA provides an opportunity to hopefully secure the future viability of our services. We are fully committed to working with the HSE and other stakeholders to deliver a high quality, sustainable service which will continue to meet the needs of individuals we support for many years to come.



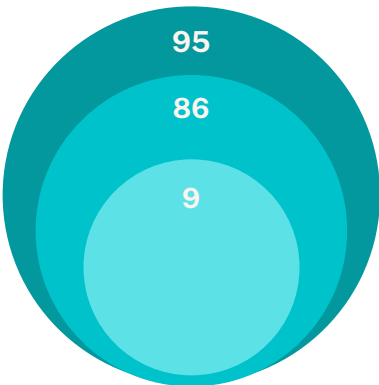
Statistical Analysis

Saint John of God Community Services clg. supports children and adults with intellectual disability, and children, adolescents, and adults with mental health support needs. As part of Saint John of God Hospitalier Services Group, it supports approximately 8,000 children and adults annually with over 2,500 staff and volunteers.

Here is a breakdown of the statistics of the individuals we support and staff profiles across the service.

SJOG Community Services Intellectual Disability Statistics

Designated Centres



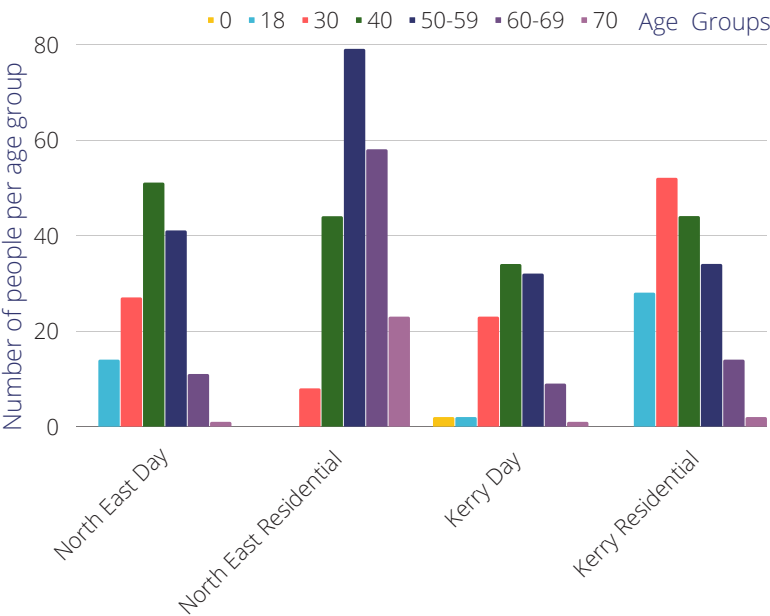
95 Designated Centre
Manage atotal of 95 designated centres with 745 registered places

86 Designated centers
Eighty-six designated centres are in community settings.

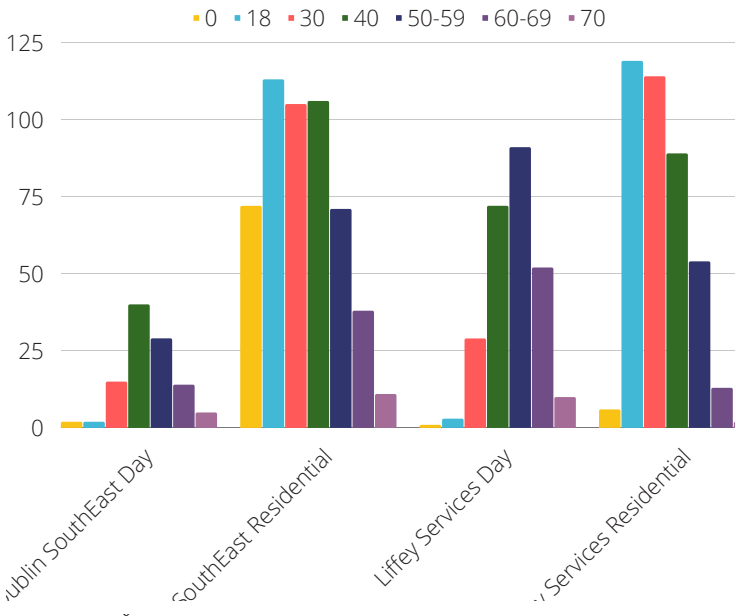
9 Designated centers
Nine of these designated centres operate from campus-based locations at Saint Mary's Drumcar, Saint Raphael's Celbridge and Saint Mary of the Angels, Beaufort.



North East and Kerry Services

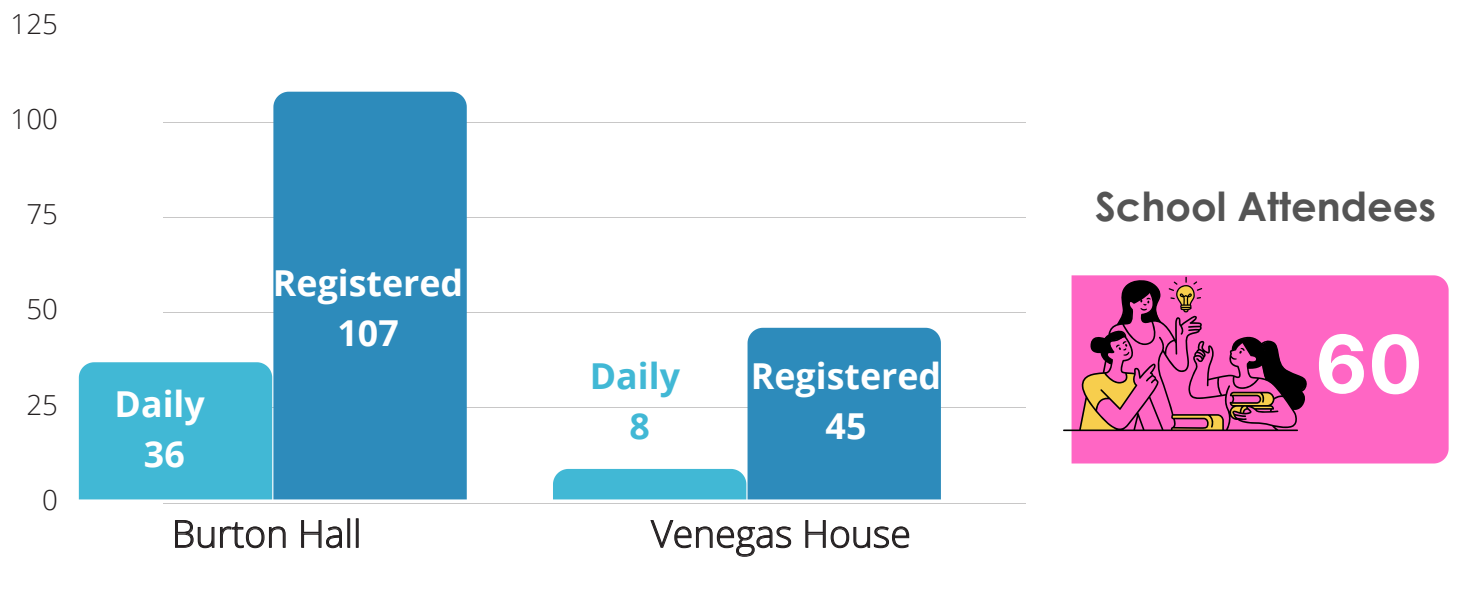


Dublin SouthEast and Liffey Services



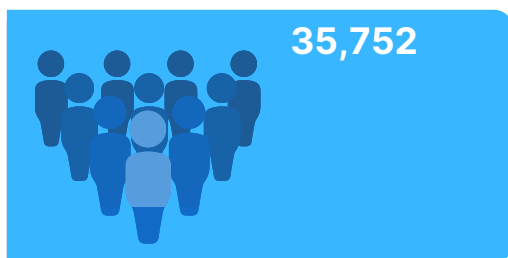
SJOG Mental Health Services Statistics

Individuals supported in Day Centres

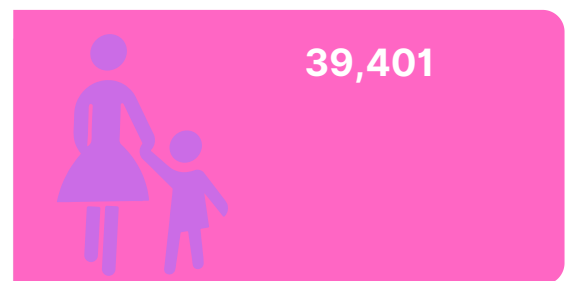


Outpatients Clinics

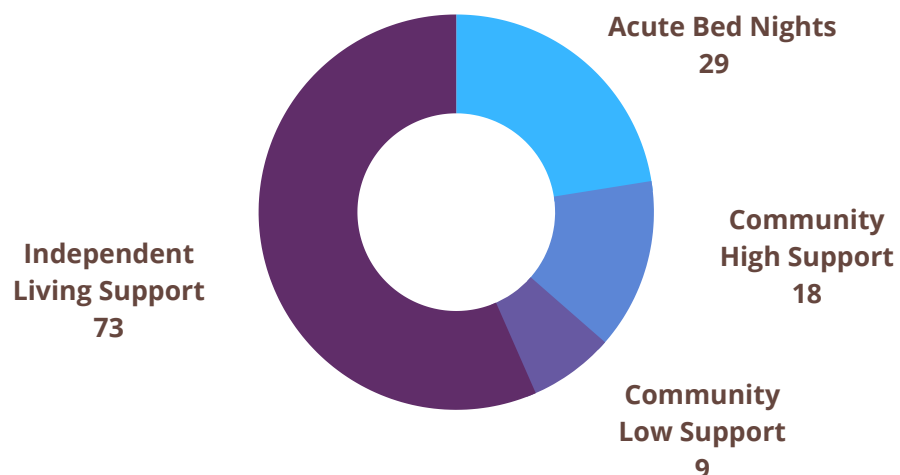
Adult Outpatient attendances



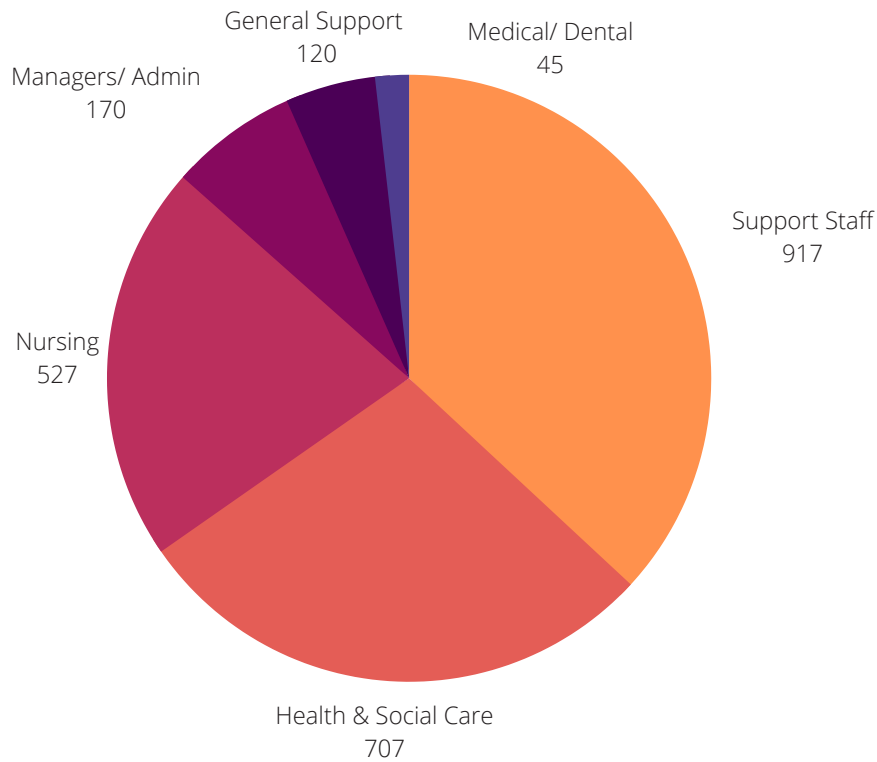
Children and adolescent attendances



Accommodation Support - monthly average



Staff Breakdown



SUPPORT STAFF

Including Patient and Client Care staff

HEALTH & SOCIAL CARE

including Intellectual disability and mental health

NURSING

working across community and mental health services

MANAGEMENT/ADMIN

Including supervisors and team leaders

GENERAL SUPPORT

Including ICT, Admin team, Maintenance

MEDICAL/DENTAL

across community and mental health

Our Team

In 2021, Saint John of God Community Services was ranked as one of Ireland's Best Employers in The Sunday Independent/ Statista Best Employers Survey 2021. The research conducted by Statista of over 800 companies with in excess of 200 employees completed an evaluation of information gathered from over 6,500 participants.

Participating employees were asked to rate various aspects of their job, from pay, work-life balance, development opportunities, work environment, the reputation of their employer and the willingness of employees to recommend their employer to family and friends. The responses to the questionnaires were scored and ranked by Statista.

Saint John of God Community Services scored an overall rating of 7.76 and is ranked 56 of 150 of Ireland's Best Employers 2021 and ranked 6 of 14 of Ireland's Best Employers in the Health Care Sector.

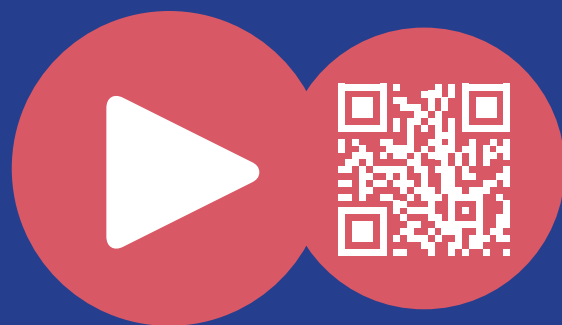


We are delighted with this independent validation and wish to acknowledge and pay tribute to our 2,500 staff at Community Services whose commitment and dedication to the people we support, despite the day on day challenges, makes Saint John of God Community Services a great place to work and one of Ireland's Best Employers.

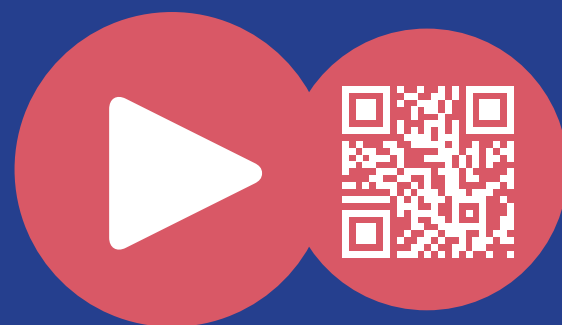
Well done to all staff for their contribution to this significant achievement.



[Maxwell Selvaraj, Day Service Supervisor: https://vimeo.com/653683449](https://vimeo.com/653683449)



[Jayne McCormack, Instructor: https://vimeo.com/653682677](https://vimeo.com/653682677)



9 Impact Stories

Saint John of God Community Service wanted this annual report for 2021 to reflect the lived experience of those using and working within our services. To do this, we put a call out to all services to engage with the people we support and our teams to capture the impact of service provision under the Nine Outcome domain headings. Individuals and Groups very happily shared their experience and achievements. Those experience and achievements selected for inclusion in the annual report are representative of numerous experiences and achievement across our services. The Annual Report committee are so impressed with the submissions and we hope to produce a separate publication to include all the impact stories.



My Home

Three residents took a brave leap and moved from St Mary's of The Angels to their first community home in Tullig, Killorglin in 2021.

This transition was greatly supported by a fantastic circle of support including a dedicated staff team, families, local community and at the center, the three individuals who were supported to make the move. The residents have made this house a home, they are enjoying more choices and trying new things in the community and at home. They are now living their life on their terms.

The environmental changes have supported the three individuals to be a part of a new community. The individuals want to share their successes during the move and are hoping to make a video to tell their stories. They want to encourage people and send out a positive message that will hopefully promote change for someone else. The video will share the lived experience of the residents, staff and families. One of the resident's mothers has shared how much her son is enjoying the daily routines like shopping and doing laundry and is so much more relaxed now. It has had a positive impact on the residents because it is giving them freedom, independence and a new lease of life.

We are hoping this story will lead to more houses that we can turn into homes here in Kerry service. We would like as many people as possible to have the same experiences and be able to have the freedom and opportunity of community living.

“The residents are getting more choices and trying new things in the community and at home. They are now living their life on their terms.”



Kerry Services Killorgnan

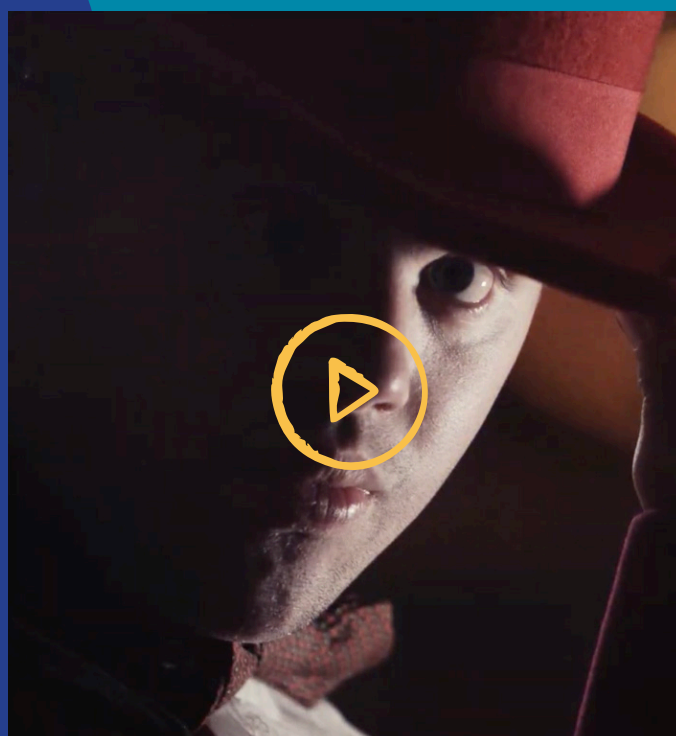
My Home - <https://vimeo.com/699168447>



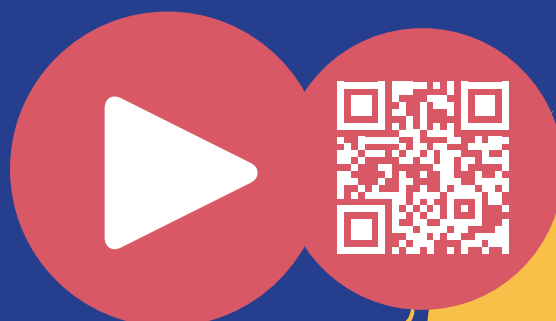
Choice & Control

The 'Wan-Na-Be' music video was a massive hit music video, the brain child of students and staff from Skills Life Munster University, Kerry. All the students and the staff sat down and planed a fun meaningful project for the summer. In May 2021 the Skill Life students applied for the Kerry ETB Creative Youth Grant to create an exciting and entertaining project. After the isolation experienced following the Covid Lockdown all the students agreed that they wanted to do a "badass" viral music video, that would allow them to showcase their singing and dancing talents and to be famous. The students worked tirelessly on the video with some amazing people and their weeks of hard work surely paid off. The "Wan- Na-Be" music video was launched in the Kerry County Museum on cultural Night 2021 with red carpets and sparkling bubbles!

The music video was inspired by the 'The Greatest Show Man and 'Peaky Blinders' and before the shoot the students and team spent weeks coming up with ideas and making a storyboard for their story. The music video is entertaining and amazing, and the audiences were simply blown away by the talents and flairs of the amazing young men and women who through their skills and determination made the video an astounding success. Kudos to the talented young people behind the music, photography and video production of the "Wah Na Be music video". The stars of the music video are students Siobhan Looney, Kate McNamara, James Doyle, Donal Lynch, JP O'Brien and Dale O'Carroll, and Artistic director Jackie O'Mahoney of Jackie O'Mahoney's School of Performing Arts. Search Skill for Life on YouTube: <https://www.youtube.com/watch?v=czA3oOEBpKA>



Kerry Services Skills4Life - Technical University Munster
Choice and Control <https://vimeo.com/699168653>



Community Participation

St. John of God Venegas Centre has developed a new community partnership with Dundalk FM, a local community radio station based in Dundalk, Co. Louth. Service Users are hosting an hour long music program which is broadcast once a month. Service Users are actively involved in the production of the show which is produced and edited by project lead Adele Mc Court. The first show was broadcasted on Christmas Day 2021. This opportunity has created new community networks and connections for Service Users as well as developing new skills and being part of a community radio station.

An opportunity like this has opened new community networks and connections for the men and women at St John of God as well as encouraging them to develop new skills and be part of the team at a Radio station.

“

This opportunity has created

new community networks

and connections for Service

Users as well as developing

new skills and being part of a

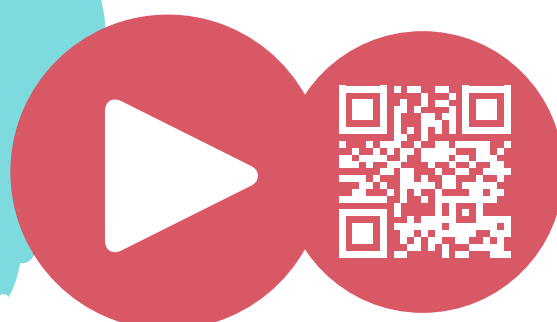
community radio.

”



SJOG North East Service - Venegas Day Service and Dundalk FM

Community <https://vimeo.com/699182239>



Relationships

This is the story of John. A determined and resourceful man, who continues to surprise everyone around him. John was born with down Syndrome. A short time after birth, John was placed into state care, in an orphanage. At age 6, John transferred into the care of North East Services with very limited family records to accompany him on his move.

John did not communicate verbally and this was obviously a source of much frustration for him. However he did create his own communication methods to express his wishes and feelings. John appeared happiest in his own company, cocooning himself in his own secure world, which he developed for himself. John only allowed affection be shown to him on his terms.

John clearly wished to explore the world outside his home in St. Mary's and as a motivated young man would do so. Sometimes he would set out to explore on his own, without the knowledge of those who were supporting him. It's understandable that this often raised alarm about John's safety but in John's world he was demonstrating his right to choice & independence.

In 2017 John transitioned to his new forever home in the community. The staff team initially envisaged that John's transition would be a challenging experience for him. Not the case, John surprised everyone in how quickly he adapted to his new home and all that it offered. More positive changes came for John in 2021. Through the determination of John's support team, they managed to locate and reach out to one family member, a maternal Aunt. John's Aunt had been aware she had a nephew in care but little else. She had only ever met him briefly in the past but expressed a real desire to be part of his future & build a relationship with him.

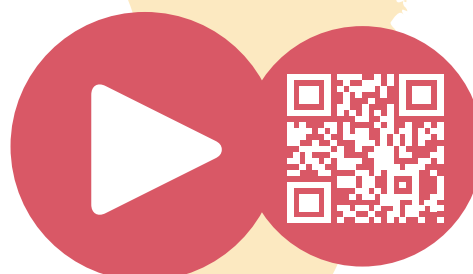
Following numerous phone calls and meetings with John's Aunt and the staff team, it was discovered that John had an extended family who also wanted to connect with him.

John accepted the invitation to meet his Aunt. His aunt made him a photo album of pictures of his extended family. This is now a treasured possession for John, it's part of his life, who he is, where he came from. The future holds no limits for John, as he continues to develop his relationship with his aunt and the other family members.

John's support team continue to use his photo album to put names to the faces and confirm his place within his family network. This brings a sense of immense pride for John as he continues to build meaningful relationships with his family. For John, this is a dream come true.



SJOG North East Service - stock image
Relationships: <https://vimeo.com/699181042>



Lifelong Learning

My name is Katherine and I am a 36 year old mother of one.

Before coming to Reach, my life had reached a blip as I'd become ill with multiple sclerosis and mental health challenges, my relationship had broken down and my college had decided not to fund my further study- I felt like I had lost everything. Since coming to Reach I have learned new skills and become involved in my community again. I've gained confidence back in my own abilities and have put together new CV's, brushed up on my computer literacy and studied maths for the first time since school! We learned about how to apply for jobs in the modern workplace. These were all things that I was unlikely to get done without help and guidance – Reach gave me the strength to look forward and plan for a future that maybe isn't as bleak as I thought. Staff are friendly, approachable and have genuinely helped me to drive myself to achieve things I aspire to. I've enjoyed taking part in group projects and have had the time to consider different routes to where I'd like my career to go. The ongoing support I have received in Reach has meant my life is changing for the better. (Thanks you for your help!)

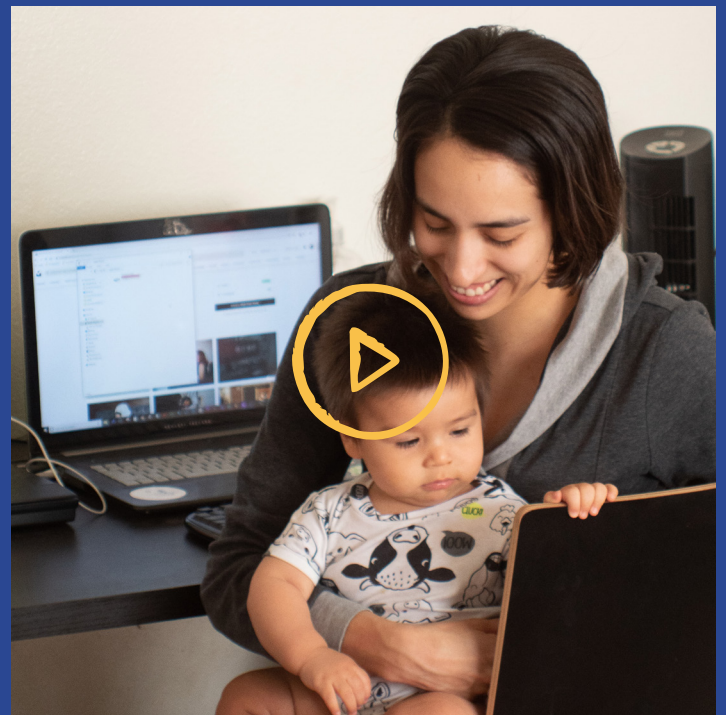
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The ongoing support I

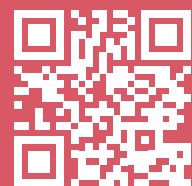
have received in Reach

has meant my life is

changing for the better.”



SJOG Mental Health - Reach programme
Life-Long Learning <https://vimeo.com/699185476>



Jobs

Adult Mental Health- Impact Stories from service users in Burton Hall.

"I work in Burton Hall on reception, meeting people, having chats with them. Being here gives me a change from my home as I live alone. I have a little dog and he is my sole companion. St John of God Mental Health Services allow me transport to Burton Hall and I would be lost without this. I couldn't get there myself as I have chronic arthritis in my feet limiting my movements and I have a walking aid. Only for Burton Hall I would be totally housebound and have no company or life at all. Attending Burton Hall makes me feel I have a purpose and a life." -Barbara.

"The Hort Centre saved me and brought me back from having lost my mental health and a life situation that was detrimental to myself and my family. The healing lands of the garden have restored me and built me anew. I will always be grateful, and I thank everyone for who I am now." -Cathryn.

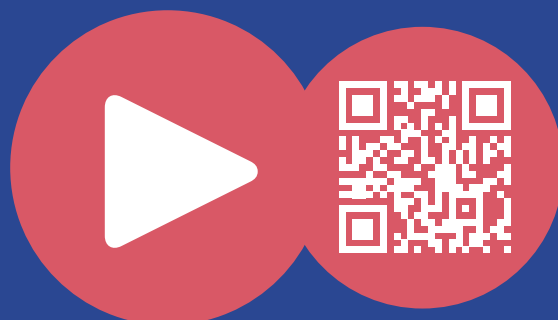
"Working in the garden has been very beneficial to me. I love clearing an overgrown area so that the plants all have their own space. It's a distraction from my problems and gives me a focus for the day. It gives me a "feel good" factor. I feel my contribution to the garden plays a part in the overall plan, and I feel part of the team. I love when I stand back and can admire and praise myself for what I have achieved." -Anne.

"The workshop in Burton Hall is an oasis in the desert of despair. When all around you is blowing a storm. Making no promises, but in giving you shelter from life's troubles. Giving the seed of hope, a chance to grow and rise above the storm." -John.

“It's a distraction from my problems and gives me a focus for the day. It gives me a “feel good” factor.”



SJOG Mental Health - Burton House
Employment & Social Roles
<https://vimeo.com/699193475>



Good Life

Sound On! is a creative sound artwork exploring experiences of human rights and happiness for and by people with intellectual disabilities. The sound artwork consists of 3 soundtracks entitled; I Have the Right (2' 47'') Sounds of our Lives (3' 51'') Listen In (8' 55'')

The artwork being displayed was developed over a six-month period during the Covid 19 lockdown through weekly on-line creative workshops, facilitated and led by artists Dr Sinéad McCann and Alan James Burns in collaboration with Aidan Winters, Conor Begley, David Carter, David Deane, Frances Quinn, Jonathan Smith, Keith Whelan, Laura Hickey, Niamh Fortune and Sean Winder, who were supported to create fun and self-expressive sound artworks. Co-designers Niamh Fortune and Conor Begley worked closely with the artists to design the delivery of the Sound On! project. The composition for the sound tracks was created in collaboration with composer Conor O'Malley. The group demonstrated many transferable skills including;

- New creative and digital skills
- Problem solving
- Perseverance, focus and receiving instruction
- Creativity and confidence

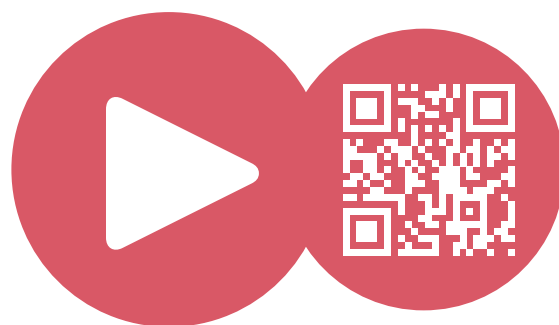
These skills were developed through processes such as recording their voices and sounds using accessible sound recording and editing software, producing their independent and group sound art pieces through personal and collective expression, being open to criticism and feedback, and working collaboratively as a member of a team. The exhibition will be running for one year, launching on 14 December 2021 and closing on the 3rd December 2022, which is also the United Nations recognized International Day of Persons with Disabilities <http://soundon.ie/>

Skills were developed through processes such as recording their voices and sounds using accessible sound recording and editing software, producing their independent and group sound art pieces through personal and collective expression



SJOGLifeServices - Sound On Artists

Good Life - SoundOn <https://vimeo.com/699193076>



Good Health

Blackrock day service has partnered up with Dun Laoghaire Bike Hub Initiative. This will allow the individuals we support to access all the new cycleways in and around Blackrock and Dun Laoghaire.

The bike hub has also kindly donated a bike to us. This will be useful for staff to support the outings for the men and women we support. Lucky for us, we are able to book trikes or trishaws for 1- or 2-hour sessions at no cost.

The bike hub has said that they can arrange for a volunteer pilot to take two individuals out on a trishaw at a time on a trip along the scenic area of Blackrock to the Forty Foot. Support staff have the opportunity to use a loaner bike for these trips. In addition to this, we now own not one but two trikes. One is an E-Trike and one staff supported bike purchased with funds that were generously donated by pro-cycling families. The service also has a 2-seater e-trishaw which was donated by Dun Laoghaire Rathdown County Council. We have trained four staff to become trishaw pilots and can now arrange trips for all the men and women we support. The training is available to staff and volunteers. It is great that there is safe, fun, scenic routes to enjoy. Although accessible modes of transport may be limited- it isn't here.

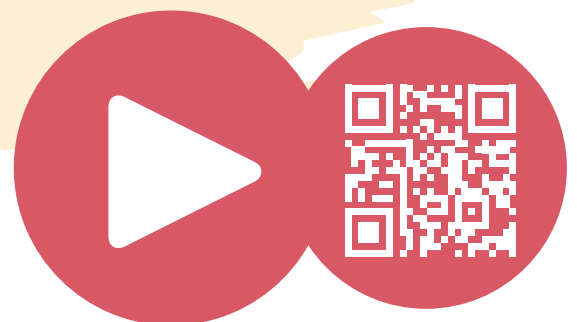
“

*We have trained four staff
to become trishaw pilots
and can now arrange
trips for all the men and
women we support*

”



SJOG Dublin South East - The Bike Hub
Good Health <https://vimeo.com/699198271>



Feeling Safe

Saoirse day service in Listowel received funding from the HSE early in 2021 to run an internet safety course for both the individuals we support and family members.

The need for this training had been highlighted many times by both the group and their families. The group consists of 14 young adults who use technology every day, have smart phones, ipads etc and use social media regularly. Although they are very used to using the technology they are unsure of the dangers associated with the use of the technology.

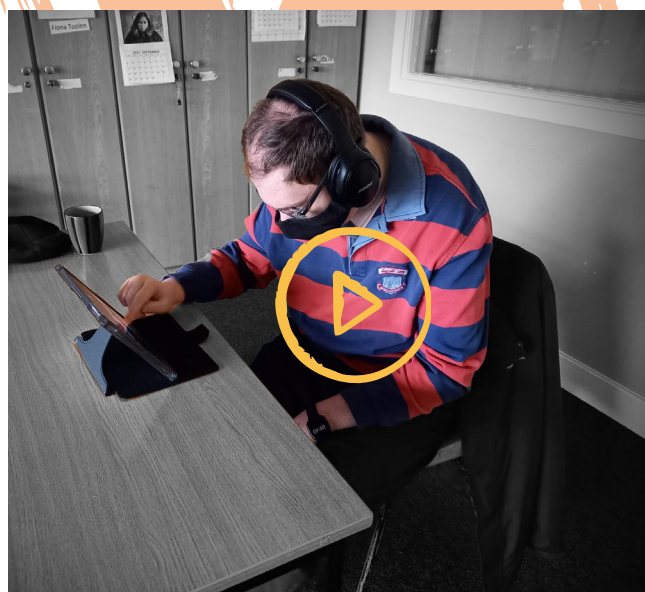
The course covered cyberbullying, online behaviours, safety using apps and personal information safety tips

Saoirse staff identified a company who tailor made a training course to cover what was needed. The training consisted of a number of training modules completed with the individuals followed by a training session with parents, families and guardians. The course covered cyberbullying, online behaviours, safety using apps and personal information safety tips. The format used videos, guidelines, practical demonstrations and discussions.

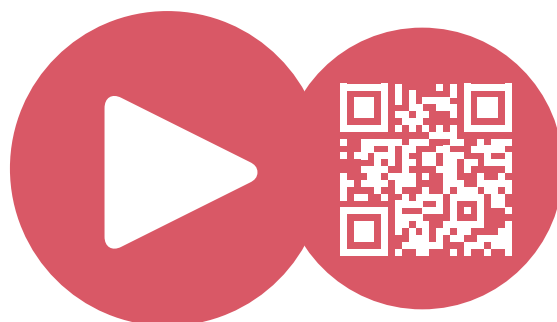
The feedback from the training was excellent, and many questions were answered.



SJOG Kerry Services Online Safety - Listowel



SJOG Kerry Services - Online Safety - Listowel
Safety <https://vimeo.com/699198542>



Embracing Technology

SJOG Liffey was delighted to partner on the ENTELIS+ project that ran over 2020 to 2021. It aimed to develop and implement innovative methods and practices in learning modules to foster inclusive education and promote shared values and enhance the digital skills and competencies of digitally excluded groups, mainly persons with disability of all ages, through strategic public and private partnerships.

The ENTELIS+ project objectives included having an impact on three levels:

- 1. Raising awareness about the importance of accessibility as an enabler for inclusive learning and teaching.**
- 2. Developing the digital skills of persons with disabilities and older persons to participate in the digital society.**
- 3. Enhancing the capacity of the key factors in charge of the design and implementation of facilitating frameworks.**

The project website can be found here

<https://entelisplus.entelis.net/>



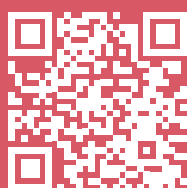
SJOG Connect Week

Thank you to everyone who joined the online celebrations for Saint John of God week. Massive thanks to David Carter for being the MC and welcoming Teresa Mallon and Br. Gregory to open the events. Shelly got everyone moving at 10:30, and Charlotte got everyone's creative juices flowing with the Drama workshop. Jenna taught us all Lámh Westlife songs, followed by the two yoga instructors from Liffey, Christine and Fiona from DSE came together to host a joint session.

This week saw over 220 individuals supported from the four regions in Ireland take part. Over 30 support staff join to deliver and support over 40 diverse activities and sessions during the week. The collaboration didn't end with the week, and the regions are exploring ways to build on the week's success and continue to provide more opportunities for the individuals we support.



The week ended on a high with Br Donatas opening the final day, followed by the Skills for Life team sharing a great session on Nature and Tech. Shelly got everyone moving, and there was a great atmosphere in the final, Getting to know each other in breakout rooms in the morning. DSE presented Karate at 12, followed by a DISCO with DJ. Robbie. Fr Derek from Kerry joined for a reflection, and this nicely led to a nationwide singalong. Alan from Northeast services followed. This had us all scratching our heads during the music quiz. The week concluded with some closing words from Clare Dempsey to congratulate all the participants and commend the organisers for a fantastic week of connecting remotely through the SJOG Liffey Online Engage Programme.



Global Accessibility Awareness Day 20th May 2021

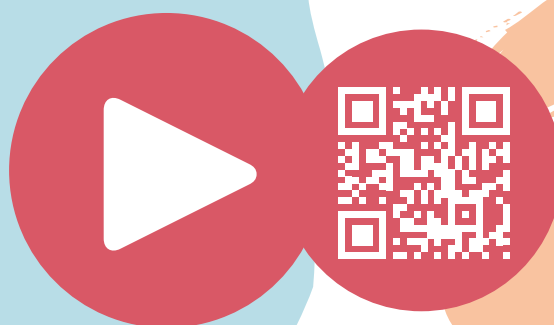
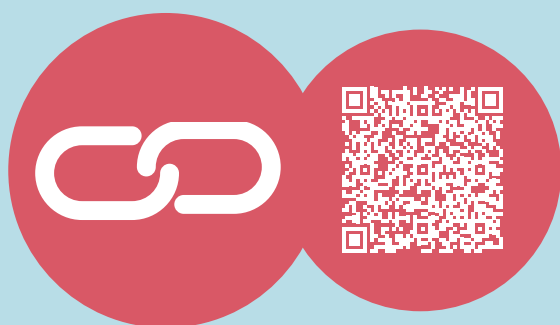


This was the third year that ENTELIS+ partners Saint John of Gods Liffey Services celebrated Global Accessibility Awareness Day to support everyone to find out about digital accessibility and digital inclusion for people with disabilities. In 2020 during the first COVID lockdown, some adults with intellectual disabilities who had moved their day programme to the Online Engage Programme made a short video explaining the importance of digital accessibility and inclusion. They wanted to share how they were using technology to stay connected during the lockdown. The video highlighted the different mobile devices that the participants used to join the Online Engage Programme in many different environments, from the garden on a sunny day to an iPad propped up by books in front of the TV. Everyone really showed their innovative skills when using the new video conferencing and sometimes new devices. There were exceptional lifelong digital skills gained by the men and women who use the services and the support staff. Everyone was becoming more aware that digital skills were essential to stay connected while staying safe at home. However, the individuals supported also identified the need to have more accessible apps and devices that everyone can use. They also recognised the support that parents, family members, teachers and support staff have given to get them online. There were flashback photos from the previous project that supported digital skills also highlighted in the video.

<https://vimeo.com/421150419>

In 2021 Saint John of God joined FreedomTech – Action on Accessible and Assistive Technology for a special CHAT (Community Hub for Accessible Technology) Event. We heard from individuals who use accessible and assistive technology and its impact on their lives. You can watch the video from CHAT here:

<https://freedomtech.ie/chat-community-hub-for-accessible-technology/chat-how-accessible-technology-helps-me/>





Quality and Safety

Saint John of God Community Services is committed to the development and delivery of quality services and supports to individuals supported and availing of services at its Intellectual Disability and Mental Health Services.

Continuous quality improvement plans aligned to national policy, standards, regulation and best practices are in place at organisational and regional service levels to support the delivery of quality services to each individual.

Coronavirus

Covid 19 continued to dominate and impact service provision in 2021. Our focus continued on adherence to and implementation of HSPC and HSE Infection and Prevention Control Guidelines to control and minimise the spread of Covid 19. In line with government restrictions day and respite services at our Intellectual Disability services remained closed for long periods of time throughout 2021. Similarly at our mental health services, attendance in person at outpatient clinics and social clubs was restricted. During these closures staff continued with the provision of services and supports via zoom. A daily schedule of programme activities were delivered by day service staff to people at home. Our mental health services provided assessment, medical and therapeutic supports to individuals where feasible via zoom.

Vaccination programmes were prioritised for individuals supported by our services and for staff as identified healthcare workers. Day and respite services to persons with Intellectual Disability resumed the potential for greater numbers to attend services in person with the allocation of additional funding from the HSE.

The Delta and Omicron variants of Covid proved to be highly transmissible. Despite adherence to IPC protocols and equipment of staff to prevent the spread of Covid 19, significant numbers of individuals

and staff contacted Covid 19. One resident passed away resultant from contracting Covid 19.

We acknowledge the impact of the curtailment of services for individuals and their families. As the vaccination programme continues to roll out we aim to do all that we can to maintain the operation of our services in 2022.

Transforming Lives

We are committed to supporting residents with Intellectual Disability to live a life of their choosing in the communities at which our services operate. As part of the national Transforming Lives Programme we continued with our plans to support residents to transition from campus based settings to community living.

At Saint John of God North East Services 13 residents transitioned from St Mary's to new homes in the communities of Louth and Meath. The outcome and impact for each individual is transformational with residents supported to become active members of the community in which they live. We will continue with this Transforming Lives Programme at North East, Liffey and Kerry Services subject to the allocation of the required capital and revenue funding by the HSE.

Enhancing Mental Health Services

We are delighted that additional resources were allocated in 2021 to enhance services at DETECT, the early intervention service for people presenting with first episode psychosis and the additional Multi Disciplinary resources allocated to liaison psychiatry to support the National Gender Service. Both enhancements have a positive impact on those availing of the respective services.

Regulation of Residential Services

The regulation and inspection of our Intellectual Disability residential and respite services continued throughout 2021. We operate 95 Designated Centres at our services in Dublin, Louth, Kildare, Wicklow and Kerry. We received 80 reports of HIQA inspections in 2021 and recorded a compliance level of 92% across the regulations inspected by HIQA. Action plans are in place to address identified areas for improvement.

Policy and Practice Development

The delivery of quality services is underpinned by a suite of comprehensive policies, procedures and protocols. The following policies and procedures were reviewed and approved in 2021.

Policies Approved in 2021:

- Nurse Medicinal Product Prescribing Policy, Procedures, Protocols and Guidelines
- Person Centred Medication Management Policy with COVID-19 Addendum
- Sexuality and Intimate Relationships Policy
- Policy on Equality and Human Rights (Promotion and Protection) - approved in March 2020 but circulation delayed to March 2021 due to pandemic
- Dysphagia Policy and Procedure for Adults with an Intellectual Disability
- Integrated Risk Management Policy and Standard Operating Procedures
- Incident Management Policy and Procedure
- Infection Prevention and Control Policy and Guidelines including Standard Operating Procedure for Infection Prevention and Control during COVID-19 in line with HSE/HPSC Guidance
- Person-Centred Approach – A Policy on the development of Personal Plans which include a Person-Centred Plan and a Personalised Care and Support Plan for Intellectual Disability Services - approved in 2020 but circulation delayed to June 2021 due to pandemic

- Policy on Equality and Human Rights for Children (Promotion and Protection)
- Carers Leave Policy
- Gifts, Presentations, Hospitality Policy
- Maternity Leave Policy
- Parents Leave Policy
- Staff Supervision Policy
- Time in Lieu
- Training and Development
- Use of Agency Staff
- Safety statement
- Payroll Policy

The implementation of organisational policies and procedures was supported by practice development information and awareness training for staff. Practice development and awareness session were provided on:

- Risk Management, with a particular focus on Covid 19.
- Intimate Care
- The role of the key worker
- Person centred planning
- Medication management
- Fire safety
- Open disclosure
- Human Rights

Assistive Decision Making

The Assistive Decision Making Capacity Act 2015 will commence in June 2022. The provisions of the Act while very welcome from a human rights perspective will have significant challenges for our day to day practice and the culture of our organisation.

The Programme Quality and Safety Department organised an online webinar in 2021 with input from the national Assisted Decision Making Office and the HSE to launch our approach to the adoption and the implementation of the provisions of the legislation. An organisational oversight committee and regional implementation committees are in place to support the implementation of the legislation.

Education, awareness and training for individuals and their families and staff throughout 2022 will be key to the successful implementation and adoption of the provisions of the Act.

Risk Management

The management of risk is key to supporting individuals to safely and effectively achieve outcomes that are important to the person. Risk management workshops continued throughout 2021 supporting staff to develop risk registers to appropriately identify risk and mitigating actions to manage identified risk at individual regional and organisational level.

A Serious Incident Management team is in place for Community Services. Local Incident Management teams operate at regional services. As part of our commitment to continuous quality improvement, all serious and moderate incidences are reviewed appropriately with a focus on learning from an incident and putting recommendations in place to prevent recurrence of incidents.

Q&S Committees

Quality and Safety Committees are in place at organisational and regional services. The Committees meet regularly with a focus on the review and development of key metrics to support the provision of quality and safe services.

Health and Safety

The National Health and Safety Committee convened to develop, co-ordinate, guide and evaluate the policies, procedures and standards of safety, health, and welfare throughout Community Services.

The Membership is representative of all Regions and comprises of Operations Director, Risk Manager, Regional Operations Managers and Health & Safety Supervisors/Coordinators and is focusing on progressing compliance levels, documentation reviews, risk elimination and control, training requirements and Health & Safety promotion and development across all our services.

The committee has co-ordinated the completion of Level 1 & Level 2 Health and Safety Audits and has prioritised areas for improvement. The Site Specific Safety Statement template is reviewed to support the revision of site specific statements across our Services.

Acknowledgements

We wish to acknowledge and thank the following people and groups for their ongoing assistance, advice and support throughout 2021.

- The individuals we support and their families
- Staff across all areas of Saint John of God Community Services
- Volunteers
- Chief Executive HSE and officials at HSE National Office
- Chief Officers and staff at CHO Areas 4, 6,7 and 8
- Ministers and Officials at Department of Health
- Ministers and Officials at Department of Disability, Equality, Children, Integration and Youth
- County Council Managers and staff
- Secretariat and the Board of the National Federation of Voluntary Service Providers
- Chief Executive and staff at The Wheel
- Chief Inspector and staff at Health Information and Quality Authority
- Chief Executive and staff at Mental Health Commission
- Chief Executive and staff at Mental Health Reform
- Parents, Friends and Family Associations
- Hospitaller Order of St John of God
- Saint John of God Hospitaller Services Group
- Saint John of God Foundation
- Saint John of God Hospital
- Saint John of God Housing Association
- Saint John of God Research Foundation
- Saint John of God Special Schools
- Staff Representative Bodies
- Charities Regulator
- Companies Registration Office
- Sustainable Energy Association of Ireland
- University College Dublin

- Trinity College Dublin
- Dundalk Institute of Technology
- Munster Technological University Kerry
- Legal, Public Relations and Financial Advisors
- Suppliers of Goods and Services.

We also acknowledge the various corporate and community groups who gave of their time and expertise in various ways to support the work of our services and who openly welcome the participation of people we support as equal and active members of community groups.

Staff

In a year dominated by the pandemic we acknowledge the commitment, flexibility and dedication of staff to do all that was necessary to minimise the spread of Covid 19. We also acknowledge the many and varied creative and innovative developments to support individuals who because of the restrictions were unable to avail of services in person or visit with family members. Your contribution to the continued provision of services and supports throughout the pandemic is truly appreciated.

Families and Guardians

We equally acknowledge the continued commitment and support of families and guardians to their family member. The closure of services resultant from the restrictions placed an additional burden on families and guardians as they supported individuals at their home. The restrictions on visiting with residents also proved challenging for families. We truly appreciate your continued support.

Retired Staff

We thank and acknowledge all retired staff members, many of whom have worked with our services for a long number of years. Your commitment and dedication to the people we support is appreciated. We wish you and your family a long, happy and healthy retirement.

Expressions of Sympathy

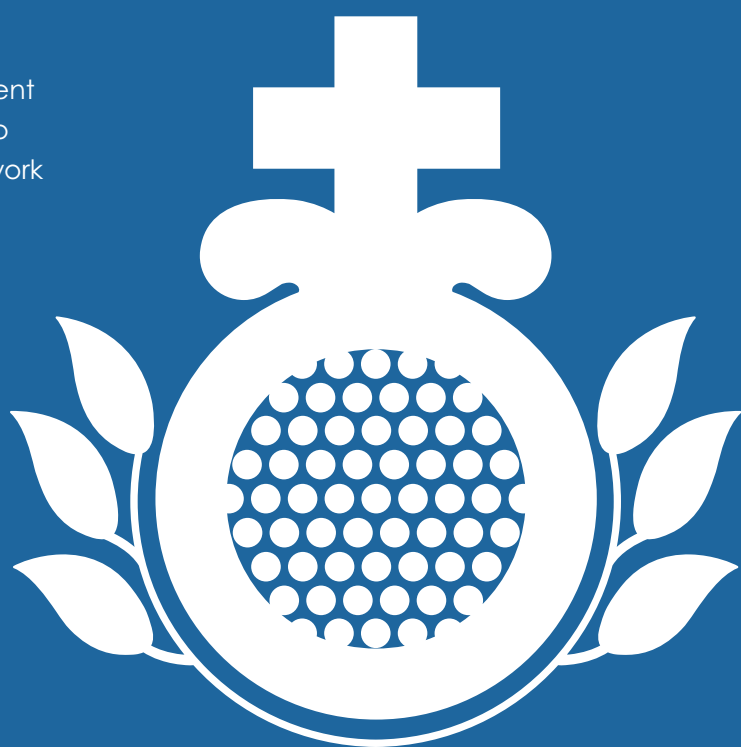
We express our sympathy and condolences to the people we support, their families and friends and staff who have lost loved ones during 2021.

Volunteers

We acknowledge and thank our Volunteers who give so generously of their time in a variety of ways. Volunteers are involved in supporting individuals to achieve their personal goals, assisting individuals to attend sporting or recreational activities, fundraising and much more. We truly appreciate the unique contribution you make to our services.

Annual Report Committee

We acknowledge with thanks and gratitude the Editorial Committee for the preparation and production of this annual report. We also acknowledge and thank those who have contributed in a variety of way to the development of this report. Your contribution has enabled us to bring to life the very real examples of the great work that is ongoing daily across our services and the impact that this work has on the quality of life for people we support.



Board of Directors 2021



Anne Gunning



Theresa Ghalaieny



Peter O'Halloran



Charles Watchorn



James Hussey



Gerard Boyle



Paul Robinson



Br Donatas Forkan



Eimear O'Rourke



Ciaran Cuddihy
-Company Secretary

Executive Management Team



Clare Dempsey



Lara Bannerton



Liam Healy



Bernadette Shevlin



Barry McKimm



Teresa Mallon

Regional Directors



Claire O'Dwyer
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Paula Hand
SJOG North East
Services



Elisa Doyle
SJOG Liffey
Services



Des North
SJOG Dublin South
East Services



Kevin Madigan
SJOG Community
Mental Health
Services



Company Details:
St John of God Community Services clg
Granada, Stillorgan, Co Dublin
Charity Number-CHY18284